

## GETTING STARTED

**Reminder**

This User Guide includes work steps for both Health and Membership ACES functions. If your agency contracts for either Health or Membership but not both, please disregard the non-applicable information.

**Connecting to ACES**

1. Open your web browser.
2. Enter <http://www.calpers.ca.gov> in the address bar.
3. Choose the "For Employers" tab.



4. If you have not already set up your Agency type, the system will prompt you to make a selection.
5. Choose the radio button that best reflects your agency type.
6. Click Next.

**Help Us Give You The Information You Need****Step 1 of 2 — Select Your Agency Type**

To provide you the most relevant information, please complete this quick, two-step process.

- ☒ **State Agency Employer**  
California State agencies or California State Universities.
- ☐ **Public Agency Employer**  
Counties, cities, towns, special districts, auxiliary agencies, fire districts, and other government entities.
- ☐ **School District Employer**  
Superintendent of Schools and school districts.
- ☐ **Legislative Employer**  
Legislators' Retirement System.
- ☐ **Judicial Employer**  
Judges' Retirement System and Judges' Retirement System II.
- ☐ **Volunteer Firefighter Employers**  
Volunteer Firefighters' Length of Service Award System

Clear This Selection

Next &gt;

### Connecting to ACES (cont'.)

**Help Us Give You The Information You Need**

**Step 2 of 2 — Confirm Your Employer View**

You have selected: **State Agency Employer**

☒ Recognize my Employer View for future visits to CalPERS On-Line.

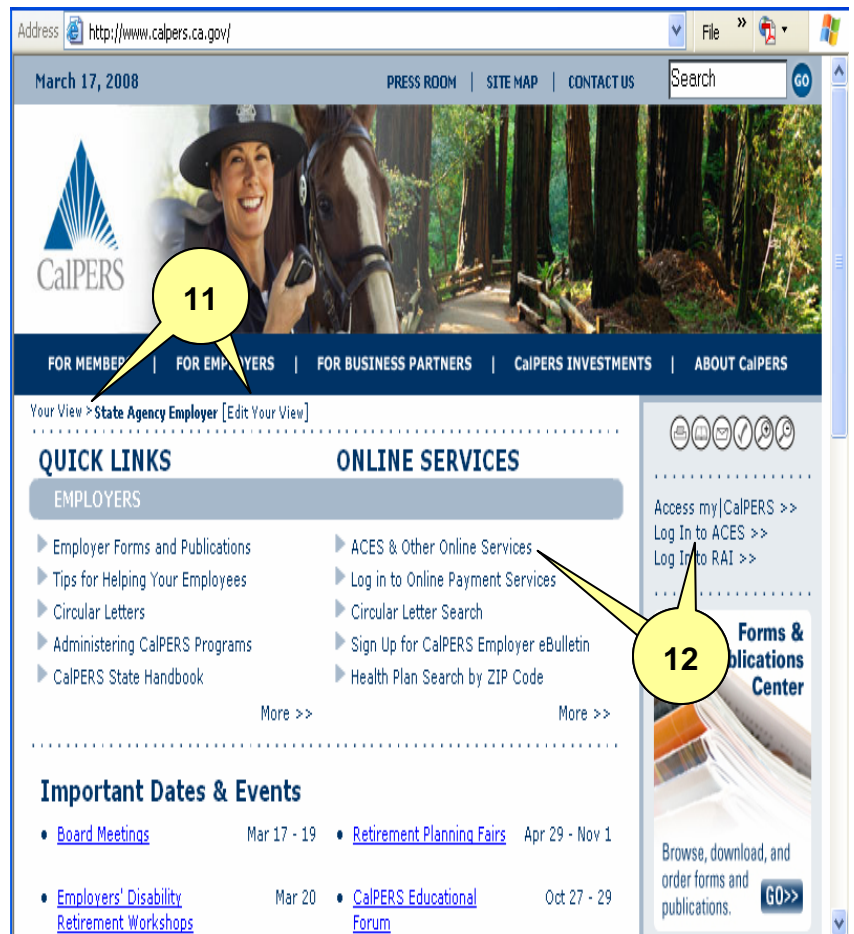
For more information on this feature review our [Privacy Policy](#).

You can change your Employer View at any time during your visit by choosing **Edit Your Selection** on the top left of your screen.

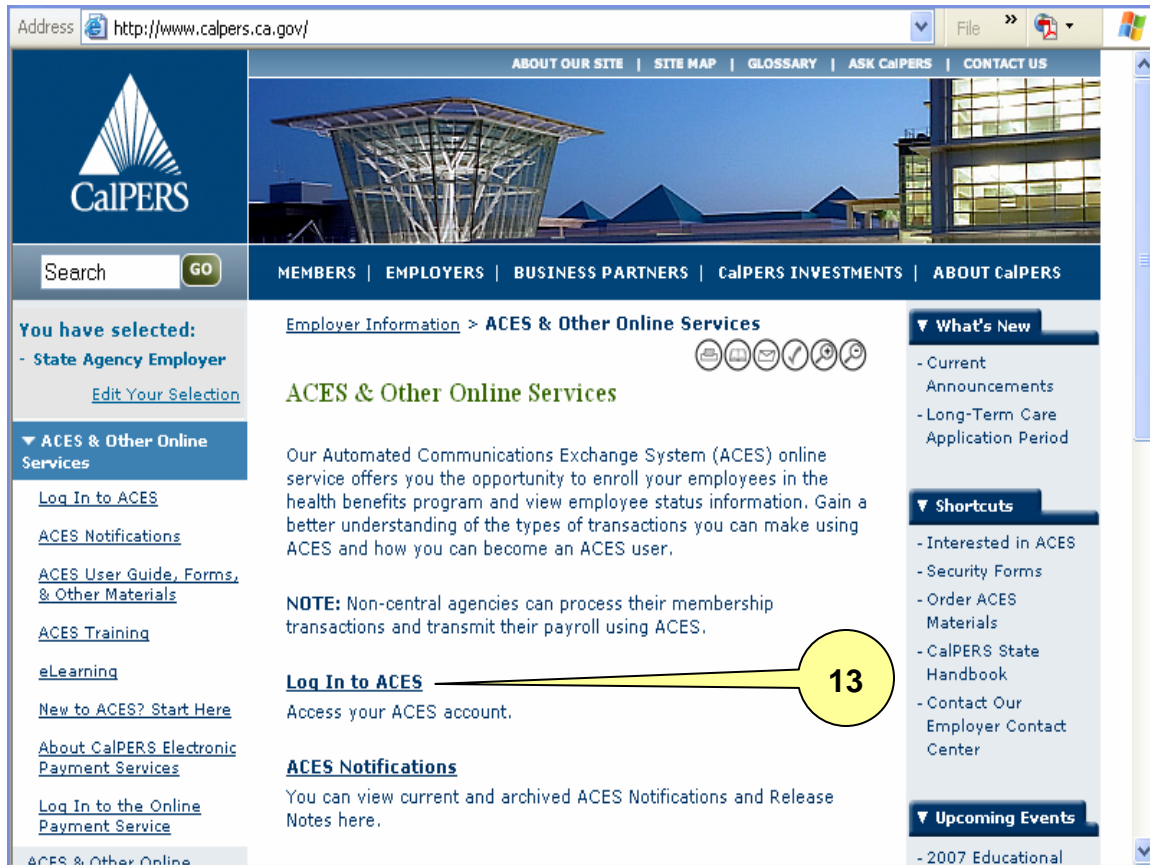
**9** **Clear This Selection** **10** **Confirm**

7. The system will confirm the agency type you selected.
8. Make sure this box is checked so you do not have to select your agency type every time you sign in.
9. Select **Clear This Selection** if you need to change your agency type.
10. Select **Confirm** to set your agency type.

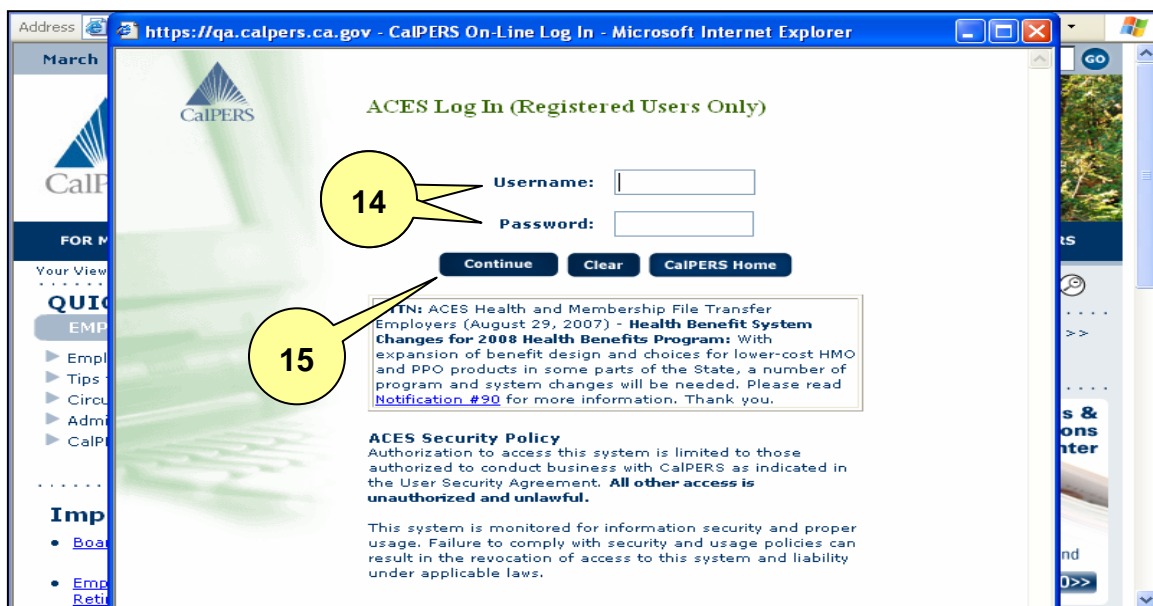
11. Your agency type and view will be set. If you need to change or edit your view at this point, you may do so by selecting the **[Edit Your View]** link.
12. Select **ACES & Other Online Services** to get to the ACES online home page. Or select the **Log In to ACES** link to go directly to the ACES log in window.



## Connecting to ACES (cont'.)



13. Click **Log In to ACES**.
14. The ACES Log In window will appear. Type your ACES Username and Password (neither are case sensitive).
15. Click **Continue** or Press **Enter**.



## ACES Screen Navigation

The screenshot shows the CalPERS ACES web application in a Microsoft Internet Explorer browser window. The interface includes a navigation menu on the left, a main content area with sections for Participant Information, Participant Demographics, and Participant Address, and a status bar at the bottom. Numbered callouts identify key features:

- 1:** Help Menu and Screen Help links at the top of the navigation menu.
- 2:** The entire navigation menu on the left side of the screen.
- 3:** The application screen title, "New Enrollment", displayed above the main content area.
- 4:** The main content area containing the enrollment form fields.
- 5:** The "Clear" button located next to the "Birth Date" field.

- 1. Help Menu and Screen Help:** Click **Help Menu** to access general ACES help information. Click **Screen Help** for specific information regarding the screen you are currently accessing.
- 2. Navigation Menu:** The list of ACES functions. A yellow folder indicates more options – click the folder to expand.
- 3. Application Screen Title:** Identifies the function selected from the Navigation Tree that is currently in use.
- 4. Screen Area:** This area displays information and fields specific to the function in use.
- 5. Clear Button:** Clears the current participant's information.

## Change Password

Access to ACES is secured and controlled through username(s) and password(s). Use the **Change Password** screen to change your password.

1. If this is your first time logging on to ACES or your password has expired, ACES will automatically direct you to the Change Password screen. Otherwise, click **Change Password** from the Navigation Menu. Follow the password criteria established on the **Change Your Password** screen.
2. Enter your new password.
3. Repeat your new password.
4. Click **Continue**. You will receive confirmation that your password has been successfully changed.

The screenshot shows a web browser window titled "CalPERS - ACES - Microsoft Internet Explorer provided by CalPERS". The main header reads "CalPERS Automated Communications Exchange System" and "New Connections Easy Access for Partners". A left-hand navigation menu is visible, with a yellow callout circle labeled "1" pointing to the "Change Password" link. The main content area is titled "Change Your Password" and contains the following text: "Please enter a new Password. Your password must be **eight to 12 characters**, and it must include **one alpha** and **one numeric** character. It cannot be the same or similar to your current Password, and it cannot be the same as your Username." Below this text are two input fields: "New Password:" and "Confirm Your New Password:". A yellow callout circle labeled "2" points to the "New Password:" field, and a yellow callout circle labeled "3" points to the "Confirm Your New Password:" field. Below the input fields are two buttons: "Continue" and "Clear". A yellow callout circle labeled "4" points to the "Continue" button. The browser's status bar at the bottom shows "Internet".

**NOTE:** If you enter your password incorrectly four (4) times, your account will be locked. Contact your agency's Account Administrator to have your account unlocked. If you need additional assistance, contact the Employer Contact Center at **888 CalPERS** (or 888-225-7377).

### ACES Password Requirements

When you first log on to ACES with the temporary password you have received from your Account Administrator or CalPERS, you must change that password to one of your own choosing.

- Your password must be no fewer than eight (8) and no more than twelve (12) characters long
- Your password must be a combination of alpha and numeric characters
- Your password cannot be the same as your user name
- Please note that if you enter your password incorrectly four (4) times when attempting to log on, you will be locked out of ACES. Contact your agency's Account Administrator to unlock your account. For further assistance, call the Employer Contact Center at **888 CalPERS** (or **888-225-7377**).
- You will be prompted to change your password every 60 days
- You may reuse a password after ten (10) changes

#### **Reminder**

The on-line Help function is available to answer many of your questions, making ACES truly user-friendly. Use this as your first resource when you need immediate information, such as instructions or definitions.